



## Beneficiary Questions and Answers



### Concerned about your healthcare treatment? Let's talk.

**T**his fact sheet is designed to answer basic questions about mediation. When you call your QIO to file a complaint, a review case manager will give you more details. If your complaint is suited for mediation, the process will be further explained to you.

#### **What is mediation?**

Mediation is a new option to resolve a quality of care complaint under Medicare. This is at no direct cost to you. It is a dialogue between you and your doctor or hospital, facilitated by an impartial third person (the mediator). It is an opportunity for you and your doctor or hospital to tell your story, respond to each other, and resolve your concerns about the way you were treated.

#### **How will I know if my complaint is appropriate for mediation?**

Not all complaints are appropriate for mediation. A QIO physician reviewer determines if the case is suitable to be resolved by both parties.

#### **What are the key features of a mediation session?**

- The session is facilitated by a professional, impartial third person (the mediator).
- The session is usually conducted face-to-face but can also be conducted over the telephone. It typically takes two to four hours.
- The session is strictly confidential. The discussion is not documented and cannot be used in any legal proceedings.
- You and your physician/provider determine the solution to your complaint.

#### **Can I bring someone with me to the mediation?**

Yes, if agreed to by the other party, you may bring a family member or designated representative to the mediation. You may also be provided with a mediation advisor, who is a trained professional that can answer your questions about the mediation process.

#### **How will mediation affect my relationship with my doctor or healthcare plan?**

Participants often report improved relationships after the mediation session. If your doctor or provider agrees to participate, he/she is also committed to improving communication.

**I am interested in the mediation option, what do I do?**

Call 1-800-MEDICARE or your QIO. You will be directed to an individual who will be able to walk you through the process that follows. Keep in mind that not all complaints are suitable for mediation and you and your doctor or hospital representative must agree to participate in mediation before moving forward.

**How does mediation affect my benefits under Medicare?**

Participation is voluntary. If you choose not to participate your benefits under Medicare are not affected.

**For more information on how mediation may be used to resolve your complaint, call 1-800-MEDICARE or your QIO.**

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